

2001-03 Performance Progress Report

For Quarter Ending 6/30/2002

Agency 385

Washington State Library

Mission

As the corporate library for Washington State Government, we deliver information services to the legislature and state government entities as they develop and carry out public policy; and, as a leader in information policy, we partner with libraries and other entities to provide ready and equitable public access to information.

Goal We are committed to making it easy for customers of libraries to access information, no matter where they may be in the state

Performance Measure Number of state government/legislative employees who newly registered for State Library services

* Statistics obtained from Innovative system

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	450	450	450	450	450	450	450	450
Actual	254	231	363	365				

Date Measured

Quarter 1 Comment Library was closed for August and September

Quarter 2 Comment Library was closed for October through December

Performance Measure Number of times the library catalog, databases, or other electronic resources are accessed electronically

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	375000	375000	500000	500000	437500	437500	437500	437500
Actual	418271	1188344	470,541	540097				

Date Measured

Goal We are committed to making it easy for customers of WSL to get the information they need, in the time and format in which they need it

Performance Measure Percentage of state government employees who are WSL customers and report satisfaction with the overall services received from the library.

* Data gathered through biennial customer survey of state gov't library card holders.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				92				
Actual								

Date Measured

Quarter 4 Comment Agency did not conduct customer survey this past year as planned due to uncertainty about funding.

2001-03 Performance Progress Report

For Quarter Ending 6/30/2002

Agency 385

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Performance Measure

Percent of state government customers who are satisfied with the content and useability of WSL's online services

* Gather data through on-line survey

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				75				75
Actual								
Date Measured								

Quarter 4 Comment

Agency did not conduct customer survey this past year due to uncertainty about future funding.

Performance Measure

Percentage of public, academic and special libraries in Washington state that report overall satisfaction with services received from the Washington State Library

* Data obtained through biennial library customer survey. FY98 and FY00 surveys surveyed somewhat different sample populations.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				92				
Actual								
Date Measured								

Quarter 4 Comment

Agency did not conduct customer survey this past year due to uncertainty about future funding.

Performance Measure

Percent of Washington libraries that are satisfied with the content and useability of WSL's web site

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate								90
Actual								
Date Measured								

Performance Measure

Number of talking books and other materials in alternative formats circulated to customers

* Data submitted to us by WTBBL

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	118500	118500	118500	118500	118500	118500	118500	118500
Actual	118933	120370	118544	122552				
Date Measured								

2001-03 Performance Progress Report

For Quarter Ending 6/30/2002

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Goal We are committed to making it easy for our customers, our staff, our suppliers and our partners to do business with us

Performance Measure Number of state government employees who have received formal training in the use of Washington State Library electronic resources

Output	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate	100	100	100	100	100	100	100	100
Actual	74		174	45				

Date Measured

Quarter 2 Comment The State Library was closed for walk-in services, including training, during this quarter in order to move from the Capitol Campus to the new Point Plaza Bldg. in Tumwater.

Quarter 4 Comment Staff trainer was out on Family Medical Leave for an extended period of time.